

---

## CHAPTER 215 PROVIDE TECHNICAL ASSISTANCE

---

### Section 1 Background

#### 1. PTRS ACTIVITY CODE: 1880

**3. OBJECTIVE.** This chapter describes procedures for responding to inquiries or requests for assistance. A successful result would be an inspector's response via a written, oral, or electronic communication such as a fax message or E-mail.

**5. GENERAL.** Requests for technical assistance come from many different sources: the public; within the FAA; federal, state, or local government agencies; and so forth. The following paragraphs provide information on handling requests.

**A. Accomplishing a Specific Job Function.** When the request involves a specific job function covered by this Handbook, refer to that chapter.

**B. Providing an Immediate Answer to a Technical Question.** An inspector may be able to answer questions or requests directly, using personal knowledge or resources such as those listed in paragraph 7 of this section.

**C. Referring Requestor to Another Source.** It may be necessary or desirable to refer the requestor to another inspector, another Flight Standards office, a government agency or special interest group, or some other source that is better able to respond.

**D. Providing Ongoing Technical Assistance.** An inspector may be asked to provide ongoing technical assistance to another FAA office or government entity. These requests must be coordinated through the ASI's supervisor and possibly at a higher level.

**E. Obtaining Guidance.** For matters that cannot be resolved by the inspector, it may be necessary to coordinate with the regional Flight Standards Division through the inspector's supervisor or manager.

**7. RESOURCES.** The following are examples of information sources available to inspectors.

**A. FAA Telephone Directory.** This directory is an alphabetical listing of FAA facilities. It includes a list of special interest groups (AOPA, NAFI, etc.), with addresses, telephone numbers, and points of contact for each listing. This directory also includes a glossary of FAA terms, answers to frequently asked questions, information on the FAA's Consumer and Safety Hotlines, and other useful information.

**B. Advisory Circular AC 00-2.3, Advisory Circular Checklist.** This circular contains a revised listing of all AC's. The checklist also lists the status of FAA publications that are available from the Government Printing Office (GPO), and includes the locations of GPO bookstores.

**C. FAA Order 0000.1, FAA Standard Subject Classification System.** This order is a cross reference of numerous subjects contained in FAA orders, and is an excellent source for locating information.

**D. FAA Order WA0000.4, Washington Headquarters Directives Checklist.** This order is available from regional offices. It lists all current national and internal orders and supplements, notices, action notices, canceled orders, and internal office directives.

**E. Guide to FAA Publications (FAA-APA-PG-12).** This guide, which is updated twice a year, contains ordering information for a wide variety of FAA publications. Copies may be obtained from the FAA Public Inquiry Center, APA-230, 800 Independence Avenue S.W., Washington, D.C. 20591 or by calling (202) 267-3484.

**F. Airman's Information Manual (AIM).** The AIM has a wide variety of data on air traffic procedures, good operating practices, and other information.



---

## Section 2 Procedures

### 1. PREREQUISITES AND COORDINATION REQUIREMENTS.

A. **Prerequisites.** This task requires knowledge of FAA regulations and policies, FAR, and the guidance in this Handbook.

B. **Coordination.** This task may require coordination with district, regional, or headquarters offices in addition to other government agencies.

### 3. REFERENCES, FORMS, AND JOB AIDS.

#### A. References.

- FAR Parts 1, 61, 91, 125, 133, 135, 137, and 141
- FAA Order 8700.1, General Aviation Inspector's Handbook
- FAA Order 0000.1, FAA Standard Subject Classification System
- FAA Order WA0000.4, Washington Headquarter's Directives Checklist
- AC 00-2.3, Advisory Circular Checklist
- FAA Telephone Directory
- Guide to FAA Publications
- Airman's Information Manual

#### B. Forms.

- FAA Form 1360-33, Record of Visit, Conference, or Telephone Call.

#### C. Job Aids.

- Lists of local agencies, officials, and airport and operator contacts may be developed and approved by the district office manager.

### 5. PROCEDURES.

A. **PTRS.** Open PTRS.

B. **Respond to Inquiry.** Determine the nature of the inquiry. If the inquiry refers to a job function covered by this Handbook, refer to that chapter. If an immediate answer is unavailable, find out how to contact the individual making the inquiry. Assure the individual that you will respond as soon as possible.

C. **Record the Inquiry.** Record the inquiry on FAA Form 1360-33.

D. **Review Resources.** Determine what resources can be used to obtain the information.

E. **Request Assistance.** If you are unable to locate the necessary information, or if the matter requires coordination, contact other FAA offices or outside agencies as noted in Section 1, paragraph 5.

F. **Respond to Inquiry.** Once the necessary information is obtained, contact the individual who made the inquiry and share the information.

G. **PTRS.** Complete PTRS.

**7. TASK OUTCOMES.** Completion of this task results in one or more of the following:

- A. Information provided.
- B. Accomplish a specific job function.
- C. Individual referred to another organization.

### 9. FUTURE ACTIVITIES.

A. Make recommendations for changes to FAA policy documents such as Advisory Circulars or Handbooks.

B. Provide ongoing technical assistance to another FAA or government office.

